

Emergency Support Function #5 Information and Planning

Primary District Agency: Emergency Management Agency

Support District Agencies: DC Public Schools
DC Water and Sewer Authority
Department of Health
Department of Human Services
Department of Mental Health
Department of Parks and Recreation
Department of Public Works
Deputy Mayor for Public Safety and Justice
District Department of Transportation
Executive Office of the Mayor
Fire and Emergency Medical Services Department
Metropolitan Police Department
Office of Cable Television and Telecommunications
Office of Communications
Office of Personnel
Office of the Attorney General
Office of the Chief Financial Officer
Office of the Chief Technology Officer
Office of the City Administrator
Office of Unified Communications
Serve DC
Water and Sewer Authority

Primary Federal Agency: Department of Homeland Security/Emergency
Preparedness and Response/Federal Emergency
Management Agency

I. Introduction

A. Purpose

ESF #5—Information and Planning collects, analyzes, processes, and disseminates information about a potential or actual public emergency to facilitate the overall activities of the District government in providing assistance. Fulfilling this mission supports planning and decision making in the field, at operations centers, and by the Consequence Management Team (CMT).

B. Scope

During public emergency operations, ESF #5 becomes the Information and Planning Section of the CMT located at the Emergency Operations Center (EOC).

II. Policies

For events occurring in or around the District of Columbia, ESF #5:

- A. Activates as needed in anticipation of, or immediately following, a public emergency.
- B. Performs as a staff-level function in support of District leadership.
- C. Processes information that is common to one or more operational elements and that contributes to the overall perspective of the public emergency.
- D. Coordinates activities of on-the-ground assessment personnel.
- E. Collects, evaluates, and disseminates incident situation information and intelligence to Command Staff and the Policy Group, prepares status reports, displays situation information, maintains status of resources, and documents the Incident Action Plan.
- F. Tasks support agencies to provide technical expertise and information necessary to develop accurate assessment and analysis of a developing or ongoing situation.
- G. Contacts other organizational elements to provide daily information updates for reporting and analysis requirements of ESF #5.
- H. Supports the District agencies local area network (LAN) administrators in combating and preventing disruptions in the information technology infrastructure.
- I. Determines the status of critical operating facilities.
- J. Notifies the District community through the Emergency Text Alert and Voice Alert Systems as appropriate.
- K. Activates the Emergency Operations Center or Coordination points where the Consequence Management Team and Agency Emergency Liaison Officers deploy.

III. Situation

A. Disaster Condition

A public emergency or other significant event may be of such severity and magnitude as to require District response and recovery assistance to field efforts to save lives and protect property. ESF #5 will support initial assessment of developing situations and will provide timely and appropriate information to support District agencies in determining whether federal assistance will be required.

B. Planning Assumptions

1. In a public emergency situation, there is a need for a central-collection point in the EOC, where situation information can be compiled, analyzed, prioritized, and prepared for use by decision makers.
2. The field units are the most immediate source of vital information for the EOC staff regarding damage and initial response needs.
3. There is an immediate and continuous demand by officials involved in response and recovery efforts for information about the developing or ongoing public emergency situation.
4. There may be a need to rapidly deploy field observers or assessment personnel to the emergency area to collect additional critical information about resource requirements for victims or to conduct an immediate situation assessment to determine initial District response requirements.
5. Initial Information and Planning Section activities at the EOC may require 24-hour operations.
6. During a public emergency, there is a need for the collection of accurate and timely information from a number of District agencies. This need facilitates the maintenance and support of LANs from the DC Wide Area Network Support Center, as well as telephonic, radio, and cable communications.

IV. Concept of Operations

A. General

1. The Emergency Management Agency (EMA) will collect, analyze, process, and coordinate the dissemination of information regarding hazard threats, emergencies, and disasters. Under the oversight of the Mayor, EMA will coordinate District assets to provide the necessary emergency assistance before, during, and after the occurrence of public emergencies. EMA will execute actions to facilitate access to the federal disaster assistance process upon depletion of District resources.
2. In response to an incident, emergency responders will initially assess the situation to identify the need for response operations. EMA will develop a situation assessment in order to:
 - Provide a gross assessment of public emergency impacts including the identification of boundaries of the damage area and injuries, type, and severity of damages, including the status of critical facilities;
 - Provide a general assessment of the status of government operations; and
 - Validate the status of operating facilities.

Figure 5-1: ESF Essential Elements of Information

EEI \ ESF Provider	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Status of transportation systems	✓					✓	✓	✓				✓	✓			
Status of communication systems		✓		✓	✓								✓			
Access points to emergency areas	✓		✓	✓					✓	✓			✓			
Status of operating facilities	✓	✓	✓	✓		✓										
Hazard-specific information			✓	✓				✓		✓			✓			
Status of critical facilities				✓												
Status of key personnel	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Status of emergency/ disaster declaration					✓											
Major issues/activities of ESFs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Resource shortfalls	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Overall priorities for response	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Status of upcoming events	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Location of the impacted area	✓		✓	✓		✓		✓		✓		✓	✓			
Social, economic, and political impacts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Jurisdictional boundaries involved	✓		✓	✓		✓		✓		✓		✓	✓			
Weather data affecting operations					✓											
Seismic or other geophysical information					✓											
Status of remote sensing and reconnaissance activities	✓		✓	✓	✓								✓			
Status of ESF activation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Donations																✓
Historical and demographic information	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

EEI \ ESF Provider	1		3	4	5	6	7	8	9	10	11	12	13	14	15	16
Status of energy systems			✓									✓				
Estimates of potential impacts based on predictive modeling					✓											
Status (statistics) on recovery programs (human services, infrastructure, Small Business Administration)					✓	✓								✓	✓	✓
Status and analysis of initial assessments (needs assessments and damage assessments, including Preliminary Damage Assessments)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Status of efforts under federal emergency operations plans	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Injuries and medical emergencies	✓		✓	✓		✓		✓	✓	✓		✓	✓			
Crowd control problems			✓										✓			
Citizen assistance requests														✓	✓	
Logistical problems	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

3. EMA will gather and display certain critical or essential elements of information (EEIs) to facilitate response and recovery activities. If the decision is made to activate the CMT, information required by ESF #5 will be provided by the other ESFs. Critical information will be reported as it develops, and information for situation reports will include, but not be limited to, the EEIs charted above.
4. Each ESF will provide situation reports to ESF #5.
5. The CMT will supply information to the Mayor's Office of Communications for distribution of information upon direction from the Mayor. ESF #5 will prepare situation reports for use by the Mayor, City Administrator, and other key District officials. EMA and the Public Information Officer's public information function will coordinate the input required for official statements for the District to ensure consistency and clarity of information. EMA will use all modes of communication at their disposal to disseminate the required information in a timely manner.

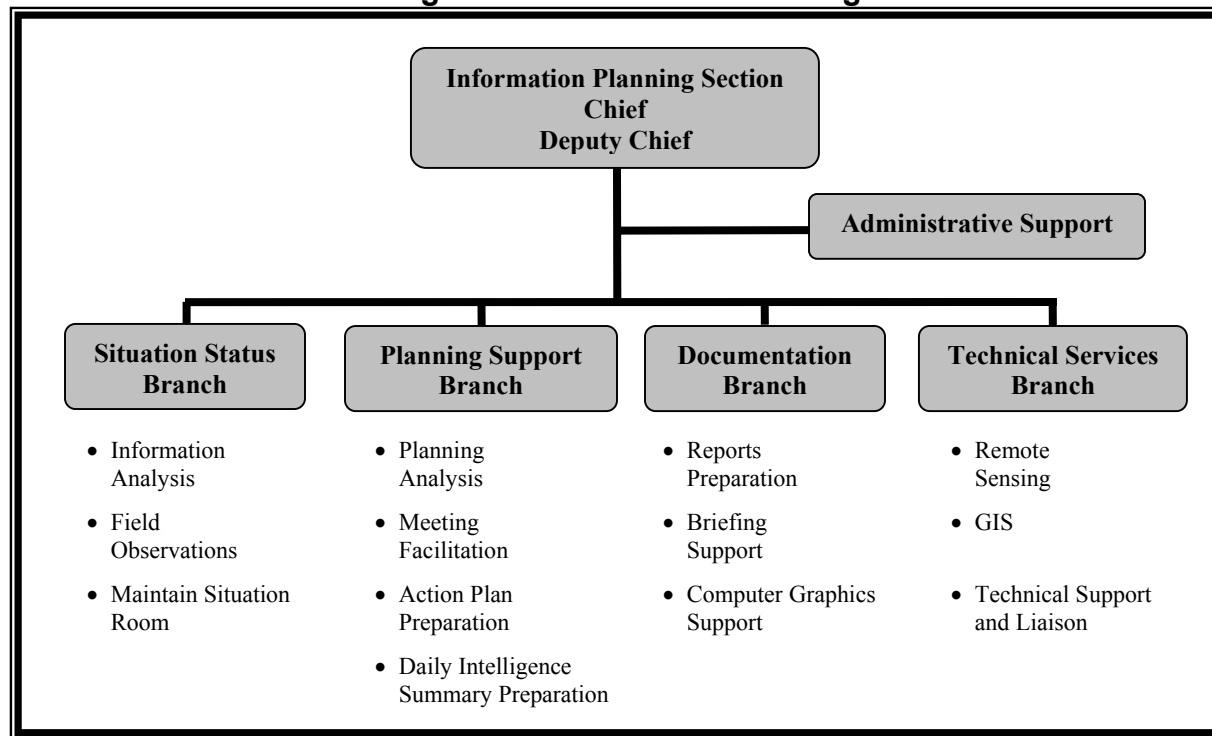
B. Organization

Leadership for the Information and Planning Section rests with the Information and Planning Section Chief who reports directly to the Director of the CMT. A Deputy Information and Planning Section Chief shall support the Section Chief. A second deputy may be necessary in a situation where a night shift would be operating. Each branch should have no more than three or four people.

1. Basic Organizational Structure for ESF #5

The organization chart in Figure 5-2 shows a full Information and Planning Section that would operate at the EOC or alternate EOC location. The ESF #5 Section Chief may adjust the size and structure of the Section to fit the needs of the specific situation. The Section Chief consults with the CMT Director to determine the timetable for situation report (SITREP) inputs, SITREP publishing times, and times for daily status briefings. These consultations may include discussions with the Office of the Mayor because of report deadlines established by the Mayor and other leadership elements.

Figure 5-2: ESF #5 Section Organization



2. Situation Status Branch

- a. Collects, analyzes, and displays information regarding the public emergency and the location of critical resources. Critical resources include special teams, task forces, deployed personnel, and highlights from resource tracking information maintained by the Logistics Section.

- b. Maintains the Situation Room for information displays and collects and analyzes information to be used in the SITREPs, the status briefings, and by other responders.
- c. Develops appropriate media for displaying information, including the overall CMT organizational chart and daily meeting information.

3. Planning Support Branch

- a. Receives information from the Situation Status Branch and uses it to support the different planning needs of the Mayor and EMA.
- b. Analyzes mid- and long-term trends and assists team leadership with the development of strategic plans and formats.
- c. Identifies critical planning issues and provides general planning for response and recovery operations support to the CMT.
- d. Facilitates daily or special planning meetings.
- e. Produces and disseminates, as needed, daily action plans based on the functional plans of other Branches, contingency plans based on specific issues, and long-range management plans concerning personnel or operational priorities.
- f. Produces and disseminates a Daily Intelligence Summary or other reports as requested by the CMT Director and other disaster managers for distribution.

4. Documentation Branch

- a. Receives information from the Situation Status Branch, as well as from other ESFs and other sources, to prepare its products, which include SITREPs, status and informal briefings, and special reports.
- b. Uses status reports of agencies and ESFs leading the District response under other plans to describe response efforts in the SITREPs.
- c. Solicits input to and prepares the after-action report, which is signed by the CMT Director.

5. Technical Services Branch

- a. Coordinates remote sensing and reconnaissance requirements.

- b. Establishes and maintains a Geographical Information Systems (GIS) capability within the Information and Planning Section, including:
 - Acquiring and/or setting up a GIS computer suite and/or coordinating through the Federal Emergency Management Agency (FEMA) Headquarters Information Technology Services Directorate Mapping and Analysis Center (MAC) for temporary use of a deployable GIS computer suite, if available.
 - Generating GIS products and analyses, including maps and tables, and/or coordinating with the MAC to obtain these products.
 - Provides hazard-specific technical advice to support operational planning.
 - Uses additional subject matter experts or technical specialists such as a meteorologist or seismologist, as needed.

6. District ESF #5 Interface with Federal ESF #5

- a. In circumstances where the situation involves or has the potential to involve FEMA and other federal agencies under the National Response Plan (NRP), the Information and Planning Section will contact the FEMA Region III Regional Response Coordination Center (RRCC) in Philadelphia and establish information sharing relationships with them.
- b. In certain circumstances, such as a terrorist event, the CMT shall work in close coordination with the Department of Homeland Security National Response Coordination Center (DHS/NRCC) in Washington, D.C. The Information and Planning Section at NRCC shall be the reporting element through which CMT would report to Department of Homeland Security about incidents and actions.

C. Notification

The EMA EOC will notify relevant agencies in accordance with the Emergency Response Notification Matrix. This brochure identifies the list of key personnel and agencies that are notified during a confirmed or unconfirmed event that has or could impact the District.

The notification system is based on four tiers and depends on the type and seriousness of the event:

- Type – Fifteen different hazards are identified, each with their own unique response requirements.
- Seriousness – For each hazard, levels have been identified. “N” for normal, everyday occurrences: and 1, 2, 3, and 4 for more serious events. A seriousness level of 4 is the most severe.

If the Event is confirmed, Tier 1 personnel are notified of the Essential Elements of Information (EEI). These elements include: who, what, where, and injuries/damage.

Tier 2 and 3 are notified as directed by Tier 1, and Tier 4 is notified as indicated on the matrix.

ESF #5 manages two community notification systems, which can be used to both notify the community of events and provide protective action information. These systems, the Emergency Text Alert and Voice Alert Systems, are supported by the Emergency Communication Center.

D. Response Actions

1. Initial Actions

The Information and Planning Section begins operations in the EOC at the occurrence of the public emergency or upon a pre-incident emergency declaration. In some instances, this could precede the onset of a public emergency (e.g., during an approaching hurricane), when the EMA Information and Planning Section would operate a small monitoring section.

- a. District CMT operations will be initiated, District ESF Liaison Officers (ELO) will staff the CMT and the Information and Planning Section will be activated. The Section will initiate contact with the FEMA RRCC and/or DHS/NRCC.
- b. District ESF activities for Information and Planning begin at the EOC. District information processing operations shall commence simultaneously at the District EOC or other District-designated locations. Then the CMT, including key Information and Planning staff, may be deployed to the emergency response locations.
- c. In cases where the District must coordinate with DHS, the Information and Planning Section initiates communications with the operations area at DHS/NRCC and establishes initial liaison with the FEMA ROCC and/or the Emergency Response Team–Advance (ERT-A).

2. Continuing Actions

Information and Planning Section actions last as long as necessary. Over time, public emergency operations will transition from response to recovery. This transition does not change the mission of Information and Planning, nor does it affect the basic functions of information gathering, analysis, dissemination, and planning. As the tempo of disaster operations slows, the staff of the Information and Planning Section is gradually reduced.

- a. The focus shifts to the economic impact of the public emergency, the effectiveness of program delivery, and the identification of recovery

issues. Normally, there will be an increased need for specific economic and demographic information provided by the Technical Services Branch.

- b. The emphasis in planning during the recovery phase shifts from the daily action plan to long-range management plans. Staff within individual Branches will do much of this planning; Information and Planning Section staff collates the information and facilitates the process.
- c. Situation reporting and formal briefings should continue through the recovery phase, although the frequency of both should be gradually reduced.

V. Responsibilities

A. Primary District Agency

Emergency Management Agency (EMA)—EMA has the responsibility for collecting, analyzing, processing, and coordinating the dissemination of information regarding public emergencies. Under the direction of the Mayor, EMA will coordinate District assets to provide the necessary emergency assistance before, during, and after the occurrence of public emergencies. EMA will execute actions to facilitate access to the federal disaster assistance process upon depletion of District resources.

B. Support District Agencies

1. **DC Public Schools (DCPS)**—DCPS will facilitate student awareness programs of the hazards peculiar to the District through disaster preparedness training, presentations, and communications and will provide regular status updates on DCPS resource needs and issues directly affecting District schools and students, including information on school closings, restrictions, shelters, and so forth.
2. **DC Water and Sewer Authority (DCWASA)**—WASA will be available in the EMA EOC to coordinate information with WASA's Command Center to restore service. WASA will collect, analyze, and disseminate information to facilitate the overall response and recovery operations to the public.
3. **Department of Health (DOH)**—DOH will function as technical medical consultant, assist in the collection of health and medical related information and plan development, and assist in dissemination of health and medical related information to the public, through ESFs #5 and #15.
4. **Department of Human Services (DHS)**—DHS will provide EMA information on social service providers relative to any risk associated with any public emergency involving persons who are physically and mentally

challenged or youth in the juvenile justice system. DHS will plan any contingency services for these populations. DHS will provide information on social services through its command center to EMA and the JIC, collect and analyze social services information to plan public awareness of public emergencies, and produce and disseminate information to the public.

5. **Department of Mental Health (DMH)**—DMH will provide the CMT with a regular assessment of first responders' "burn out" symptoms and report on counseling and preventative mitigating actions for the public.
6. **Department of Parks and Recreation (DPR)**—DPR will provide updates to ESF #5 on their emergency operation activities, including parks and recreation sites, personnel, and equipment.
7. **Department of Public Works (DPW)**—DPW will provide updates to ESF #5 on their disaster operation activities, including debris removal and disposal operations.
8. **District Department of Transportation (DDOT)**—The DDOT Public Information Officer will assist with the gathering and dissemination of transportation public information. DDOT will provide updates and transportation related information to ESF #5.
9. **Deputy Mayor for Public Safety and Justice**—The Deputy Mayor for Public Safety and Justice will report to the Metropolitan Police Department (MPD) Synchronized Operations Command Complex (SOCC), monitor all relevant law enforcement activities and actions, and regularly report pertinent policies and procedural issues to the EOC/CMT.
10. **Executive Office of the Mayor (EOM)**—The EOM will be the Executive level resource ensuring the planning and the cooperative coordination of all District agencies. The EOM has ultimate responsibility to ensure continuation and restoration of services from District agencies. The Mayor's Press Secretary serves as spokesperson for the Mayor on all activities of DC government agencies. EMA will coordinate the release of emergency public information concerning consequence management with the Communications Director.
11. **Fire and Emergency Medical Services Department (FEMS)**—The FEMS Public Information Officer will take the lead in disseminating information to the public by way of the JIC. FEMS will provide regular field status updates to EMA via its communications center and/or incident command post.
12. **Metropolitan Police Department (MPD)**—MPD will provide all pertinent information concerning police activities and public emergency or emerging situations to the EMA for dissemination to city officials, the press, other agencies, and the public. Also, MPD's Public Information Officer will be

available to answer questions and provide information to the public, coordinated through the JIC in ESF #15.

13. **Office of Cable Television and Telecommunications (OCTT)**—The OCTT will utilize Channel 16 and Channel 13 to cablecast emergency information as it becomes available. News briefings by city officials, including the Mayor, the City Administrator, and other top officials will be cablecast live over both channels, preempting regular programming, as required.
14. **Office of Communications (OC)**—The OC will establish and manage a Joint Information Center (JIC) to release critical information to the public and the media under the direction of the Mayor's Communications Director.
15. **Office of Personnel (OP)**—The DCOP will manage all personnel issues that arise during public emergency operations, including union and management relations, leave policies, personal and workplace safety, special payroll provisions and temporary hiring, and workplace relocation issues.
16. **Office of the Attorney General (OAG)**—OAG will provide legal advice and take legal action for supporting agencies, unless lawyers in the supporting agencies normally perform these functions for their agencies. OCC will provide legal advice and take legal action for the District government.
17. **Office of the Chief Financial Officer (OCFO)**—The OCFO will be the lead agency to ensure that disbursement of District funds continues in an orderly manner, including employee pay, vendor payments and direct transfers. The OCFO will coordinate with the Office of Contracting and Procurement to ensure that unforeseen and emergency procurements of critical goods are effected as quickly as possible.
18. **Office of the Chief Technology Officer (OCTO)**—OCTO will develop and enforce policies and standards for information technology in the District government. OCTO also provides a GIS capability and a wide area network (WAN) support center 24 hours a day, 7 days a week. This center is specifically designed to troubleshoot and resolve WAN connectivity issues.
19. **Office of the City Administrator (OCA)**—The OCA will perform the EOM's oversight and advisory functions for the information and planning facets of the District-wide response plan.
20. **Office of Unified Communications (OUC)**—OUC will facilitate communications and coordination among local, state, and federal authorities during regional and national emergencies.
21. **Serve DC – Serve DC** will provide ESF #5 information on volunteer availability and provide donations management information to be provided to

responding agencies. The agency will keep a cadre of trained Emergency Liaison Officers and respond to the EOC when necessary.

C. Primary Federal Agency

Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency (FEMA)—FEMA is the primary federal agency for ESF #5 and will provide direct, technical, and other support to the District through the District counterpart ESF, ESF #5, as needed.

Upon the Presidential Declaration of an emergency or major disaster, under the authority of the Robert T. Stafford Disaster Relief Act as Amended, April 1999, the NRP will be implemented by the Department of Homeland Security. Initially, federal agencies will operate out of the FEMA RRCC. When the Joint Field Office (JFO) is established near the disaster area, ESF representatives that comprise the ERT will be in the JFO.

VI. Terms and Definitions

A. Types of Plans Employed during EOC Operations

1. **Action Plan:** A verbal or written plan reflecting the Mayor's priorities with tactical objectives for the next operational period being implemented through the EMA/CMT Director.
2. **Contingency Plan:** Targets a specific issue or event that arises during the course of public emergency operations and presents alternative actions to respond to the public emergency.
3. **Functional Plan:** A subset of the action plan developed by individual elements, setting out their operational priorities for addressing the most pressing problems.
4. **Long-Range Management Plan:** The Mayor shall approve the Long Range Management Plan, which will be used by the EMA Director and team management in a large-scale disaster to address internal staffing and disaster organization and team requirements.
5. **Strategic Plan:** Addresses long-term issues such as impact of weather forecasts, time-phased resource requirements, and problems such as permanent housing for displaced disaster victims, environmental pollution, and infrastructure restoration.

B. Essential Elements of Information

To assess quickly and accurately the effect of a public emergency on the population and infrastructure of an area, emergency managers require early intelligence on the areas noted below. This information facilitates accurate assessment of what response activities and material are required to save lives, relieve human suffering, protect property and the environment, and expedite response and recovery operations. During the early hours of a disaster and in the absence of “ground truth,” information such as actual on-site surveys or imagery, GIS, computerized predictive modeling, and damage estimation software may be used to develop *initial* estimates of damage. As soon as possible, actual on-site ground surveys will be performed. Sources may include a federal-district preliminary damage assessment and information from federal and District government agencies, among others, to establish “ground truth” for the following EEI as needed:

- Location of the impacted area;
- Social, economic, and political impacts;
- Jurisdictional boundaries involved;
- Status of transportation systems and critical transportation facilities;
- Status of communications systems;
- Access points to the disaster area;
- Status of operating facilities;
- Hazard-specific information;
- Weather data affecting operations;
- Seismic or other geophysical information;
- Status of critical facilities and distribution systems;
- Status of remote sensing and reconnaissance activities;
- Status of key personnel;
- Status of ESF activation;
- Status of disaster or emergency declaration;
- Major issues and activities of ESFs;
- Resource shortfalls and status of critical resources;
- Overall priorities for response;
- Status of upcoming activities;
- Donations;
- Historical and demographic information;
- Status of energy systems;
- Estimates of potential impacts based on predictive modeling (as applicable);
- Status (statistics) on recovery programs (human services, infrastructure, Small Business Administration);
- Status and analysis of initial assessments (needs assessments and damage assessments, including preliminary damage assessments); and
- Status of efforts under federal emergency operations plans, if known.